

Federal CIO Council

Federal Desktop Core Configuration

The Implementer's View

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FDCC

USCG Standard Image History

- Released images every 18-24 months, generally coupled with major OS or service pack releases
 - Image 6.0 – Vista/Office 2007, Fall 2007
 - Image 5.2 – XPSP2, released November 2006
 - Image 5.1 – XPSP1, released November 2004
 - Image 5.0 – Office, Windows XP – CY2002
- Image comprised of workstation image and complimentary server component (application server), which also acts as a RIS/WDS server (to build workstations)

Image 6.0 Background

- Started as two separate TAP programs:
 - Windows Vista TAP-RD program:
 - Started in August of 2005
 - Back loaded, feedback focused on high volume deployments and final refinement of Vista
 - Office 12 (2007) TAP program:
 - Started in August of 2005
 - Front loaded, feedback had higher impact on product earlier in product cycle (Beta 1/Beta 2)
 - Deployed to about 120 production users in February 2006 (Beta 2)
- Merged into single Image 6.0 project in August 2006

Field Involvement/Pilot Process

- Internal testing was modeled after Microsoft TAP programs
- Builds are released to the field every 4-8 weeks
 - During the beta cycle we aligned closer to major beta drops (Beta 1, Beta 2, B2TR, etc..)
- Builds install on all standard USCG equipment
- Field testers provide feedback using a Outlook form for bug submission
- Feedback is then triaged and issues resolved, immediate responses to field ensures they stay involved in the process
- Bi-weekly conference calls with the field keep testers up to date on project progress

Image 6.0 Feedback Triage

- Developed custom form for Outlook submission from beta group
- All bugs tracked through SharePoint and visible to all field participants
- Bug system transparent and easy to manage

The screenshot shows an Outlook window titled "CGHELP - Beta 1 Results - Message (HTML)". The message is from "TIS-DG-IMAGE6-Bugs@uscg.mil" to "OSC-DG-CGHELP". The form is titled "Vista and Image 6.0 Beta Bug Submission Form" and contains the following sections:

- Your Contact Information:** Your Phone: 304-264-7911, Your Unit: OSC, District/HQ: OSC.
- User Information (if for someone else):** Their Username: , Their Unit: , Their Phone: .
- Bug Information:** Bug Title: CGHELP - Beta 1 Results, Build Version: Other, Area: Application Compatibility, Criticality: Severity 3 - Cosmetic/Annoy, Issue Occurs: Always Happens, Number of computers: 1.
- Detailed Description of the problem and business impact of the wish/suggestion:**
 - 1. Update the start menu with just System Support Console and CGHelp End User client. (Minor)
 - 2. Add Web submit to desktop.
 - 3. Remove E-mail template from Outlook. (Minor)
 - 4. When using Spell check in the Work Log box it was very slow pulling up MS Word (2-3 min.). (Minor)
- Steps to reproduce the problem and the expected results or behavior:** Launch the application from the start menu.
- Note:** Remember to include screenshots if possible, this makes troubleshooting much easier.
- Computer Information:** Computer Name: oscmw-img60b-03, Desktop/Laptop: Desktop, Hardware Model: , Windows Addins: , Printer: , Video Card: .
- Crash Data:** 1. Go to Start - Run, enter the following and click OK. 2. Type: Msinfo32.exe 3. Expand Software Environment and then select Windows Error Reporting 4. On the Edit menu click Select All 5. On the Edit menu click Copy. 6. Start Notepad.exe and paste in the copied information. 7. Save and close the Notepad file to your desktop. 8. Attach your Notepad file to this message by clicking Insert > Attachment at the top of this form.

This slide represents the views of the presenter and not the Federal Government

Image 6.0 Build Process

- Shift from a RIS/Unattend driven build process that takes 2-3 hours per client to a Image based deployment method that takes 20-40 minutes per client
- Standardized the process so that changes can only be implemented in two places in the build
 - Added a change management layer to the build process to better track changes
- Start from scratch every build to ensure consistency and tracking of changes
 - Every build (001, 002....) is build from a clean slate of instructions from a blank Windows Vista DVD. By doing this we ensure our documentation is accurate and change logs entered correctly, making issue resolution easy and painless

Application Compatability Event

- Held Application Compatibility Events
 - One event during the Vista beta cycle, at Redmond in the EEC (Enterprise Engineering Center), helped to identify issues early on
 - Second event next two weeks at OSC, with Redmond Vista App Compatibility Developers/Experts onsite to assist in debugging
- Worked closely with OSC (development COE) to track down all applications and ensure issues are raised early
- Continue to receive hot fixes (resolutions to bugs) from Microsoft as a result of the Vista App Compat event – nearly 4 months after the event

USCG TAP Involvement

New features as a result of Windows/Office TAP involvement

- These are specific feature adds that USCG requested to be included in the product:
 - **Vista: Axis** - The ActiveX Installer Service, which addresses the issue of least privilege installation of mobile code (ActiveX controls)
 - **Vista: OCSP client enhancements** - In the upcoming SP1 release, the built-in OCSP client can be redirected to specific OCSP servers (not currently a capability), negating the need for expensive and troublesome middleware
 - **Office 2007: "Trusted locations"** - The ability to mark Intranet network locations trusted for remote document templates
 - **Office 2007: Legacy format GPO settings** – The ability to set Office 2007 to enforce utilization of the legacy Microsoft Office document formats (.doc, .xls, .ppt) instead of the newer XML based formats (.docx, .xlsx, .pptx) to assist during the transition phase from Office 2003 to Office 2007

FDCC and the Coast Guard

- By assisting in piloting settings, the Coast Guard is able to provide direct feedback in much the same manner as the TAP programs, ultimately benefiting both the Coast Guard, and the FDCC final settings
- The Coast Guard sees the standard as an opportunity to reduce costs associated with developing its own standard, as well as reducing the need to follow multiple existing standards (i.e. DOD vs. DHS, due to the Coast Guard's unique organizational position)

Lessons Learned

- Engage the user community and key stakeholders early
- Engage development community earlier
 - Ultimately key to success and failure
- Stage internal “Application Compatibility” events to test internal applications against Windows Vista
- Develop training in parallel to development of image
- Hardware problems are not as bad as they appear
 - Vista addresses hardware requirements using “leveling” – Do not judge requirements based upon resource consumption of highest machine baseline
 - Most drivers are now available from third parties